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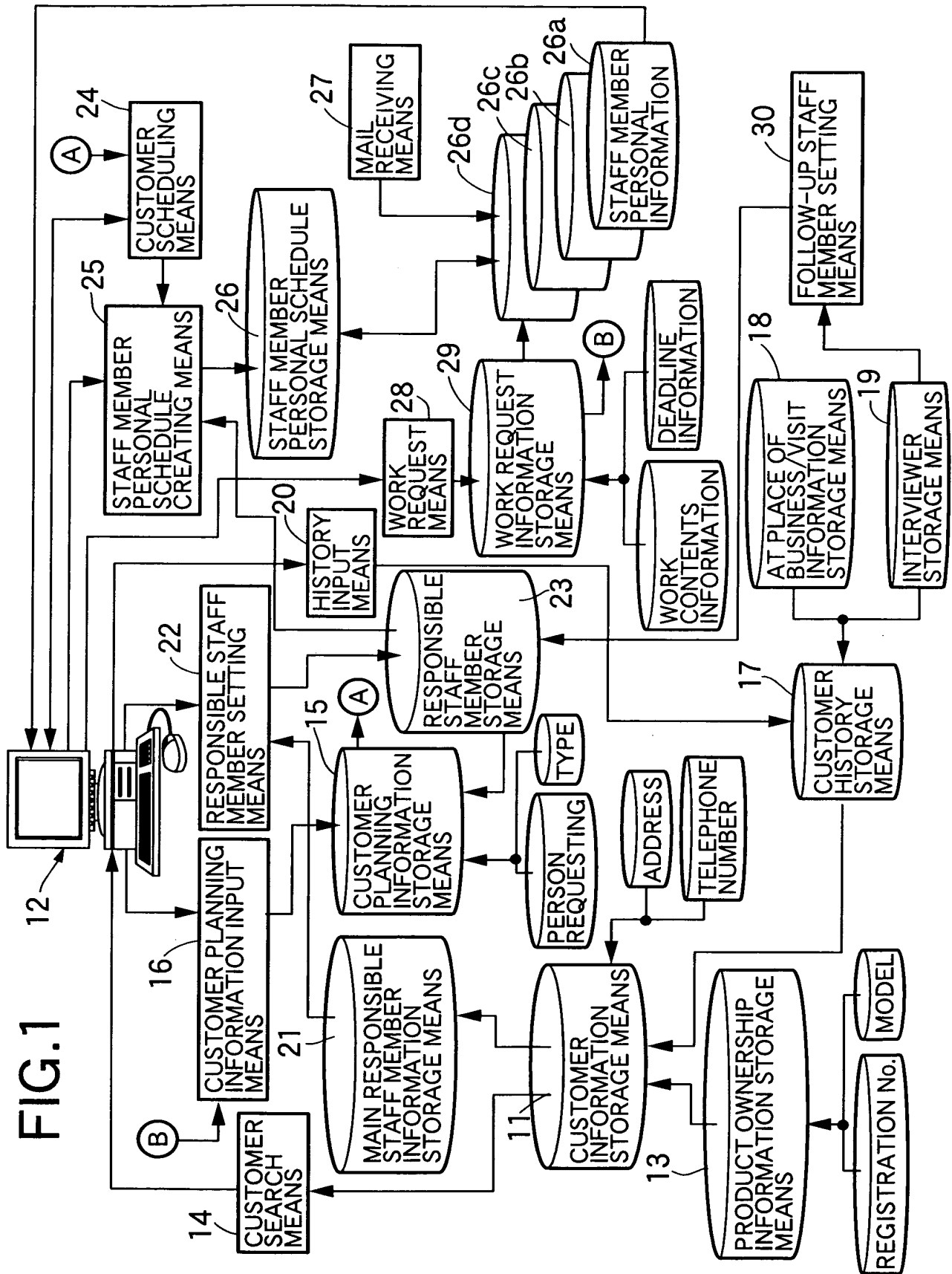


FIG.2

BASIC CUSTOMER INFORMATION	
PRONUNCIATION	ICHIRO SUZUKI
NAME	ICHIRO SUZUKI AGE 38
ADDRESS	XX-XX, AKASAKA, MINATO-KU, TOKYO
TEL	03-1234-XXXX
MOBILE	090-1234-XXXX
SALES REPRESENTATIVE	061 KENICHI KIMURA
MAIL	I_suzuki@xxxxx.com

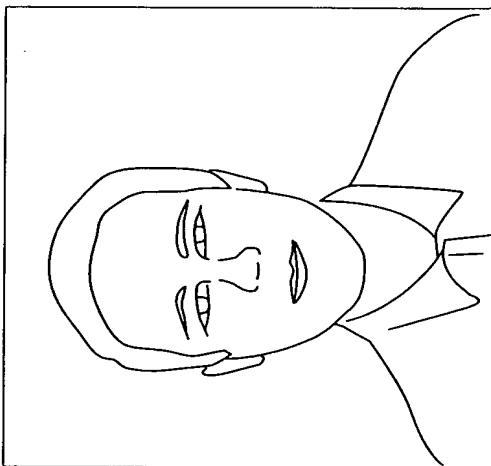


FIG.3

BASIC VEHICLE INFORMATION			
VEHICLE NAME 0000			
REGISTRATION No.	COLOR	SHINAGAWA 300 YU XXXX	GRAY
MODEL FRAME No.	E-RA		11006XX
INITIAL REGISTRATION REGISTRATION DATE	1999/06		1999/06/XX
NEXT VEHICLE INSPECTION NEW OR SECOND-HAND	2004/06/XX		NEW
VOLUNTARY INSURANCE	SELF JOINED		2003/11/XX
VEHICLE NAME △△△△			
REGISTRATION No.	COLOR	SHINAGAWA 500 YU XXXX	WHITE
MODEL FRAME No.	E-RF		10009XX
INITIAL REGISTRATION REGISTRATION DATE	1998/03		1998/03/XX
NEXT VEHICLE INSPECTION NEW OR SECOND-HAND	2003/03/XX		NEW

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FIG.4

SCHEDULE RELATED TO CUSTOMER			
※15 ENTRIES STARTING FROM 1 WEEK BEFORE ARE LISTED BELOW			
DATE	DETAILS	PERSON REQUESTING	STATUS
2002/12/03	12 MONTH INSPECTION	KENICHI KIMURA	-
2002/11/13	BUSINESS DISCUSSION	KENICHI KIMURA	-
2002/11/13	PLEASE HAND IN CALENDAR	HANAKO YAMAMOTO	PENDING
2002/11/12	[IMPORTANT] TEL FROM MR. SUZUKI ABOUT BUSINESS DISCUSSION	HANAKO YAMAMOTO	PENDING
2002/11/10	BUSINESS DISCUSSION	KENICHI KIMURA	DONE

FIG.5

IMMEDIATE RECENT HISTORY				
※ONLY 15 MOST RECENT ENTRIES ARE LISTED BELOW				
DATE	METHOD	DETAILS	REGISTRATION No.	INTERVIEWER
2002/11/12		MAIL		KENICHI KIMURA
2002/11/10	AT PLACE OF BUSINESS	BUSINESS DISCUSSION MEMO ISSUED (BUSINESS DISCUSSION VEHICLE NAME XXXX)		KENICHI KIMURA
2002/11/02	VISIT	BIRTHDAY CELEBRATION		KENICHI KIMURA
2002/10/29		MAIL: XXXX CATALOGUE BEING SENT		KENICHI KIMURA
2002/10/15	VISIT	PROMOTION OF REPLACEMENT		KENICHI KIMURA
2002/10/15	VISIT	5 MONTHS TO VEHICLE INSPECTION	YU XXXX	KENICHI KIMURA

FIG. 6

PLAN FOR CUSTOMER VISITING PLACE OF BUSINESS

REGISTERENLARGE>>

<<NOV. 13TH WED.>>

NUMBER OF PEOPLE VISITING PLACE OF BUSINESS: 8

TIME

NAME OF CUSTOMER	PURPOSE	VEHICLE NAME	REGISTRATION No.	RESPONSIBLE STAFF MEMBER
11:00 ICHIRO SUZUKI	BUSINESS DISCUSSION	○○○○	YU56XX	KIMURA
12:00 SACHIKO KATO	PAYING IN	X X X X	KA93XX	YAMAMOTO
13:00 TARO TANAKA	FREE 6 MONTH INSPECTION	△△△△	SA32XX	KIMURA
14:00 YOKO YAMADA	TEST DRIVE (APPOINTMENT)	●●●●	SU58XX	SAITO
14:30 KUSANO TETSURO	INSURANCE RENEWAL	▲▲▲▲	KA46XX	KIMURA

FIG.7

SCHEDULE			REGISTER ENLARGE	
KENICHI KIMURA			NOV. 13TH WED.	
TIME	METHOD	PURPOSE		CUSTOMER
9:00		BUSINESS MEETING (ASSEMBLY)	SCHED	
9:30		DM ISSUE	SCHED	
11:00	AT PLACE OF BUSINESS	BUSINESS DISCUSSION	SCHED	ICHIRO SUZUKI
13:00	AT PLACE OF BUSINESS	FREE 6 MONTH INSPECTION (PLAN TO GO AHEAD)	ACTIVITY	TARO TANAKA
14:30	AT PLACE OF BUSINESS	VOLUNTARY INSURANCE CONTINUATION	ACTIVITY	TETSURO KUSANO
15:00		LAND TRANSPORT OFFICE REGISTRATION APPLICATION	SCHED	
17:00	VISIT	HAND IN CATALOG	SCHED	HIROTA TANIYAMA
18:00	TEL	INSURANCE PROGRESS REPORT	SCHED	TETSURO KUSANO
18:30		SALES MEETING (HEADQUARTERS MEETING ROOM)		

FIG.8

MAIL RECEIVED			CREATE	ENLARGE
※ONLY 15 MOST RECENT ENTRIES ARE LISTED BELOW				
CONTENTS	SENT FROM	RECEIVED DATE		
YESTERDAY'S MEETING MINUTES	AYANO HIRAKAWA	11/13		
ASSESSMENT REQUEST	HANAKO YAMAMOTO	11/12		
NEW MODEL OOOO ESTIMATE REQUEST	Kota_Tani@xxxx.com	11/09		
QUESTION ABOUT XXXX	Emiko_H@xxxx.com	11/09		
INFORMING OF CHANGE OF ADDRESS	"TETSURO KUSANO" <Tetsu.Kusano@xxxx.ne.jp>	11/09		
REGARDING NEXT SALES MEETING	MAMORU NAKAMURA	11/08		
PLEASE VISIT NEXT SUNDAY (REGARDING ASSESSMENT)	I_suzuki@xxxx.com	11/08		
△△△△ CATALOG REQUEST	Emiko_H@xxxx.com	11/07		
PLEASE CONTACT BY MAIL	KOHEI TAKANO	11/07		

FIG.9

WORK REQUEST			CREATE	ENLARGE
※ONLY 15 MOST RECENT ENTRIES ARE LISTED BELOW				
REQUEST	DETAILS	PERSON REQUESTING	DEADLINE	
11/13	HAND IN CALENDAR	YAMAMOTO	11/17	
11/12	[IMPORTANT] TEL FROM MR. SUZUKI REGARDING BUSINESS DISCUSSION	YAMAMOTO	11/13	
11/10	PLEASE SUBMIT NEXT MONTH'S ACTIVITY PLAN	HIRAKAWA	11/19	
11/10	11/13 REQUEST WHEN APPLYING TO LAND TRANSPORT OFFICE REGISTRATION	TAKANO	11/14	
10/27	VOLUNTARY INSURANCE DOCUMENT RECOVERY	HIRAKAWA	11/12	
10/22	PROMOTION REPLACEMENT FOR CUSTOMER AND INCOMING VEHICLE FOR INSPECTION	YAMAMOTO	11/13	

FIG.10

PLANNING INPUT MEANS

DATE			▼
TIME		▼	~
INTERVIEW METHOD			
CONTENTS			
DETAILS			
CUSTOMER TO INTERVIEW			
VEHICLE NAME			
REGISTRATION No.		▼	
RESPONSIBLE STAFF MEMBER		▼	
RECEPTION STAFF MEMBER			
DATE OF RECEPTION			
TIME OF RECEPTION			

FIG.11

ICHIRO SUZUKI

DATE	INTERVIEWER	PURPOSE	METHOD
2002/5/2	YAMAMOTO	BUSINESS DISCUSSION	AT PLACE OF BUSINESS
2002/4/6	HASHIMOTO	FREE 6 MONTH INSPECTION	AT PLACE OF BUSINESS
2002/1/17	YAMAMOTO	BUSINESS DISCUSSION	AT PLACE OF BUSINESS

SET A FOLLOW-UP STAFF MEMBER AS THE STAFF MEMBER,
OTHER THAN THE MAIN RESPONSIBLE STAFF MEMBER,
WHO CARRIED OUT AN INTERVIEW MOST RECENTLY